

2018 Objectives and Targets									
Goal	Objective	Target	Actions	Responsible Party	Strategic Plan Multi-year Business Plan	Significant Aspect	Status	Method of Measure	Comments
Improve Communications with internal and external interested parties	Reduce the number of escalations received from interested parties	1. Establish method of tracking all escalations by December 31, 2018 2. Establish guidelines for resolving escalations by December 31, 2018	1. Create database/spreadsheet for tracking escalations received from interested parties. 2. Categorize and identify systemic issues 3. Establish SLA for resolving escalations 4. Communicate with interested parties to resolving escalations	Utility Analyst, Senior (Customer Care)	Organizational Excellence Customer Service	Communication		CCB Escalation Portal and Excel	
Continue to Meet & Exceed Regulatory Compliance	Maintain a secured network for PCI Compliance	Meet 100% of PCI Compliance Standard by December 31, 2018	1. Manage IT quarterly PCI Scans 2. CCB division will ensure that no sensitive Payment Card information is not left visible or is accessible.	Technology Supervisor	Safe and Vibrant Community Operational Resiliency	Technology Training		Contract with Vendor (Coalfire)	
Produce and deliver Quality Products and Service	Upgrade and Enhance the Customer Care and Billing system from version 2.2 to 2.6	1. Complete technical upgrade and go live June 29, 2018 2. Complete functional upgrade by March 2019	1. Ensure that milestones for project plan are met on time. 2. Have quarterly meeting with Steering Committee for project updates	CCB Manager	Organizational Excellence Operational Optimization	Technology Staffing Training		Contract with Vendor (USP)	
Improve Environmental Stewardship	Reduce the number of misinformed transactions sent to other divisions/departments via appropriate application that causes unwarranted trips	Establish method of tracking all misinformed transactions by December 31 2018	1. Create method for tracking reported incidents received from interested parties. 2. Categorize and identify systemic issues 3. Meet with other divisions/departments quarterly to discuss areas of improvement 4. Monitor Agents transactions to ensure competency & compliance to PU Customer Care guidelines and process.	Utility Analyst, Senior (Customer Care)	Environmental Stewardship Stakeholder Outreach	Training Communication		Spreadsheet Scheduled forum meetings	
Provide a safe working environment for employees	To improve employee attendance at monthly safety meeting	90% of all employees to attend at least 80% of monthly safety meetings in 2018	1. Ensure responsible parties plan and host monthly safety meeting for staff to attend 2.Track attendance via divisional / departmental tracking log 3. Schedule make up days for staff who missed training meeting	Fiscal Analyst, Senior (Training)	Organizational Excellence Operational Optimization	Training		Safety Sign in Sheets	